To: County Human and Social Service Directors
DCFS/Bureau of Milwaukee Child Welfare

CC: DCFS/Bureau of Programs and Policies
DHFS/DMT Bureau of Fiscal Services
DHFS/OSF Area Administration
DHFS/OSF Program Evaluation Section
eWiSACWIS Project Team
Maximus

From: DCFS/Office of Program Evaluation and Planning

Subject: Performance Reports for Program Enhancement Plan

Topic Areas: Federal Outcome Reports, Reports Dashboard; Program Evaluation Plan (PEP) Reports

Effective Date: Revised- October 3, 2005; Original- June 27, 2005

Purpose: This memo provides information to agencies regarding performance reports used for the Program Enhancement Plan (PEP), including the new Reports Dashboard functionality for the Federal Outcome reports and new eWiSACWIS reports supporting measurement of specific program areas as prescribed in the PEP. Improvements, designed to support report validity and usability, were also made to the Federal Outcome reports. These changes were made in the eWiSACWIS Maintenance Release on June 27, 2005.

Overview of Federal Outcome and PEP Reports

In the PEP, Wisconsin committed to measuring improvement for all federal outcomes or performance item where the state was found needing improvement as part of the on-site Child and Family Services Review (CFSR) conducted in August 2003. Wisconsin's PEP was approved by the federal Children's Bureau (CB) on October 31, 2004 and Wisconsin began implementation of the two-year PEP on November 1, 2004. For each quarter within the PEP period, the DCFS must submit quarterly reports to the federal government to describe progress in implementing PEP action steps and provide data to document achievement of program improvement goals specified in the PEP.

As described in the PEP, there are a variety of methods the DCFS will use to monitor and analyze performance, including eWiSACWIS reports, on-site county reviews, and surveys. This memo describes the eWiSACWIS reports used to measure performance for federal outcomes and CFSR performance items.   Attachment 1 lists all of the Federal Outcome and PEP reports that are available with the June 27, 2005 Maintenance Release. The attachment also denotes whether reports are being used as a primary or secondary source to measure program improvement as required by the PEP.

Federal Outcome Reports and Reports Dashboard

The Federal Outcome reports provide information on safety and permanency outcomes for which the federal government has established national performance standards. The Federal Outcome reports include statewide summary data, county summary data and county case detail. In the June 27 release

additional information was added to the county case detail. The reports are run on a quarterly and annual basis.

To make these reports more useful to county agencies, the new Reports Dashboard functionality makes the data available in an easy-to-use visual format. The Reports Dashboard shows the Federal Outcome information for statewide performance, an all-county comparison, and county performance. Statewide and county performance data can be viewed for different time periods and by different distinguishing characteristics for a given report, such as child age, race or gender, case type, supervisor, etc. Additional features for sorting the data will be added in future releases. A description of the Reports Dashboard and samples of screen prints is provided in Attachment 2.

The Reports Dashboard is accessed via the eWReports window under the "Utilities" menu item.   All eWiSACWIS users have access to the Reports Dashboard for the Federal Outcome data. The data shown in the Dashboard is drawn from the Federal Outcome reports available through eWReports. To view the source reports, either summary or child-detail, agency staff must be designated by the local Security Delegate to have access to the particular report.

PEP Reports

The PEP performance reports were created to measure specific aspects of program performance linked to PEP action steps established for particular CFSR performance items. The reports were created with the assistance of county representatives during the Fall of 2004 and early Winter 2005 to review report design and test report output.   Similar to the Federal Outcome reports, the PEP reports include statewide summary, county summary and county case detail information.   The PEP reports were developed with more user-friendly features to aid in printing and the reports include definitions of the data elements presented in the reports.

All of the PEP reports, both summary and case detail output, are available in eWReports. The reports are run on a monthly or quarterly basis. Like the Federal Outcome reports, county agency staff must be designated to have access to the reports by the local Security Delegate. By 2006, the DCFS intends to add the PEP Reports to the Reports Dashboard to make the data available in graphical format.

Report Maintenance, Questions and Concerns

These reports will enable DCFS and county agencies to use eWiSACWIS data to better guide our PEP program improvement efforts at both the state and local levels. We will continue to learn more about our performance, how to improve the accuracy of our data, and how to advance our ability to effectively use our data as we use these reports.

A summary of each of the Outcome and PEP reports, including a report key and screen shots for critical data sources is provided on the eWiSACWIS Knowledge Center.

If you have questions regarding the use of any of the reports or report functionality described in this memo or have questions about how the report works, please contact the Helpdesk as follows:

- o   Telephone - (608) 261-4400 or toll-free (866) 335-2180,
- o   TTY: 1-608-836-2852
- o   email - Helpdesk@wi.gov (include eWiSACWIS in subject line)

Attachment 1 - eWiSACWIS Reports for Performance Measurement

This list indicates all of the outcome and performance item reports that are available with the June 27, 2005 eWiSACWIS Maintenance Release. The list also denotes whether a given report is being used as a primary or secondary source to assess program improvement as required by Wisconsin's Program Enhancement Plan (PEP).

Federal Outcome (National Standards) Reports

*All reports below serve as the **Primary** and only sources of data to measure improvements in the federal outcomes:*
- Recurrence of Maltreatment Rate
- Maltreatment in Out of Home Care (OHC) Rate
- Timeliness of Reunification
- Timeliness of Adoption
- Re-entry to OHC
- Placement Stability
- Median Length of Stay in OHC (Note: Not a national standard)

Program Enhancement Plan (PEP) Reports

Based on the requirements of the PEP, the following reports either serve as a primary or secondary source of data to measure improvements for the respective performance item:
- Timeliness of CPS Initial Assessments (Investigations)- **Primary**
- Safety Assessments and Safety Analysis and Planning- **Secondary**
- Case Planning- Family Assessment, Case Planning and Case Progress Evaluation- **Secondary**
- Contacts with Children and Parents- **Secondary**
- Adoption and Safe Families Act (AFSA) Status- **Primary**
- Independent Living Assessment and Planning- **Secondary**
- Sibling Placement- **Secondary**
- Indian Child Welfare Act Notification- **Primary**
- Educational Status and Documentation- **Secondary**
- Medical/Mental Health Status and Documentation- **Secondary**

The new Continuous Quality Improvement (CQI) process for county case reviews will be used as a primary or secondary data source for many of the CFSR performance items as prescribed by the PEP. For some items, both CQI case review and PEP reports data will be used.

Attachment 2 - Reports Dashboard Overview

Reports Dashboard Definition

Currently, the eWiSACWIS application supports seven Outcome Measurement (OM) reports. The Reports Dashboard provides data from the reports in a user-friendly graphical format available via eWReports.

Report Data on the Reports Dashboard

Currently the seven Outcome Measurement (OM) reports run on a quarterly and annual basis. The data for the OM section of the Reports Dashboard is taken from the quarterly runs of the OM reports, and refreshed at each quarterly run of the OM reports. This means that data displayed on OM section of the Reports Dashboard matches the current run of the OM reports available via the eWReports application on the "Current" tab.

All reports are run approximately 20 days after the end of each quarter for the previous four quarters, except SM10a21 – Median Length of Stay. For example:

Report Number	Report Name	Run date	Period Begin date	Period End date
SM10a22	Time to Reunification	4/22/05	4/1/2004	3/31/2005

The SM10a21 – Median Length of Stay report runs for a specific report date and looks for all children in placement on the "report date." For example:
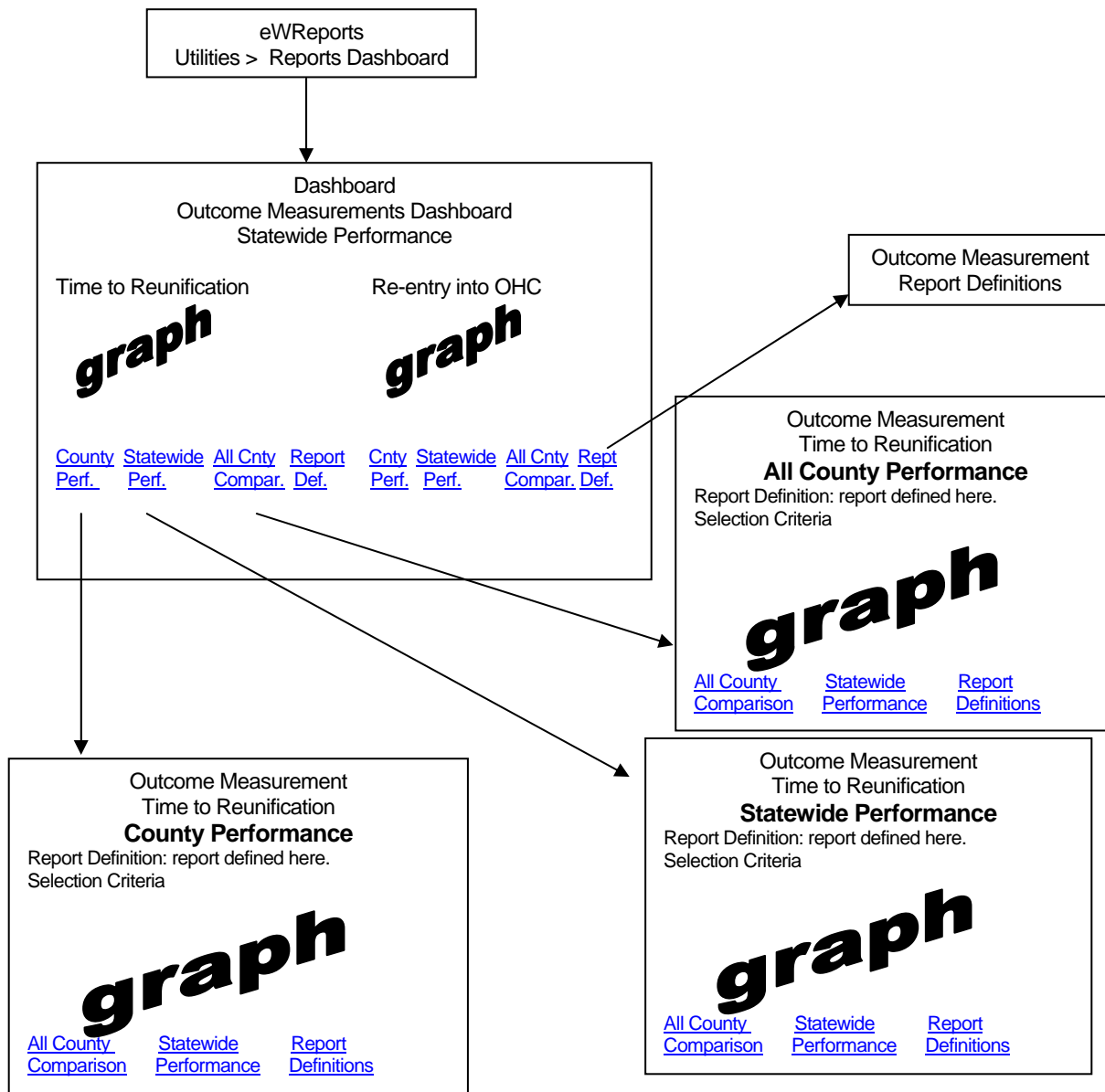
Report Number	Report Name	Run date	Report date
SM10a21	Median Length of Stay	4/22/05	3/31/2005

Reports Dashboard Access

The Dashboard page is launched from the Utilities menu in eWReports. Currently, the Dashboard page defaults to display the OM graphs for Statewide Performance. Users are presented with 7 graphs on the OM section of the Reports Dashboard page, one for each OM report. Future versions of the Reports Dashboard page may default to display a drop down and allow users to choose which set of reports they would like to see.

Reports Dashboard Navigation

Various depictions of the OM report data and the report data definitions can be accessed from the Statewide Performance graphs for each OM report. These depictions County Performance, All County Comparison and the Report Definition chart. Navigation across the various graphical depictions or to the report definition chart is presented below. Additional information regarding use of the County Performance and All County Comparison graphs is also described below.
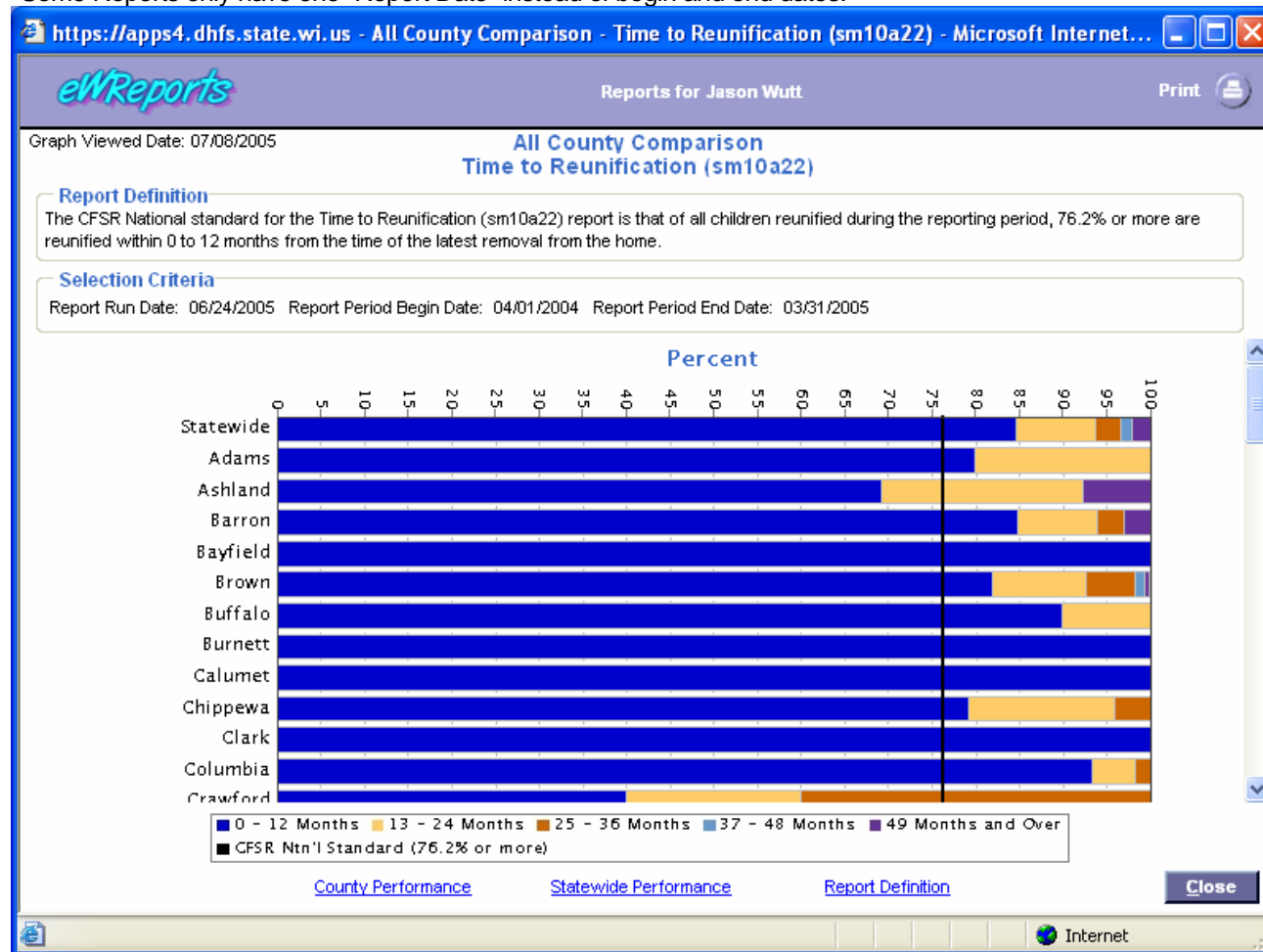

Links from the one sub-page to another sub-page are not represented with arrows here. The links on the sub-pages illustrate that users can launch the sub-pages from the other sub-pages.

All County Comparison Page

The "All County Comparison" page enables users to see the horizontal stacked bar for the previous four quarters for the entire state and for each county on one graph. A definition of the outcome measure is available at the top of this page. Report Parameters are listed at the top of this page, e.g. Report Run Date: 03/15/2005 Report Period Begin Date*: 04/01/2004 Report Period End Date*: 03/31/2005. The header also displays the Graph Viewed Date: 5/1/2005 in a separate area of the page.

*Some Reports only have one "Report Date" instead of begin and end dates.

Statewide Performance Page

When initially opened, the Statewide Performance Page displays a larger version of the report's graph from the OM section of the Dashboard. A definition of the outcome measure is available at the top of this page. Report Parameters are listed at the top of this page, e.g. Report Run Date: 04/15/2005 Report Period Begin Date*: 04/01/2004   Report Period End Date*: 03/31/2005. The header displays the Graph Viewed Date: 5/1/2005 in a separate area of the page.

*Some Reports only have one "Report Date" instead of begin and end dates.

<u>County Performance Page</u>

The County Performance Page has the same look and feel as the Statewide Detail Page. The differences are noted in this section.
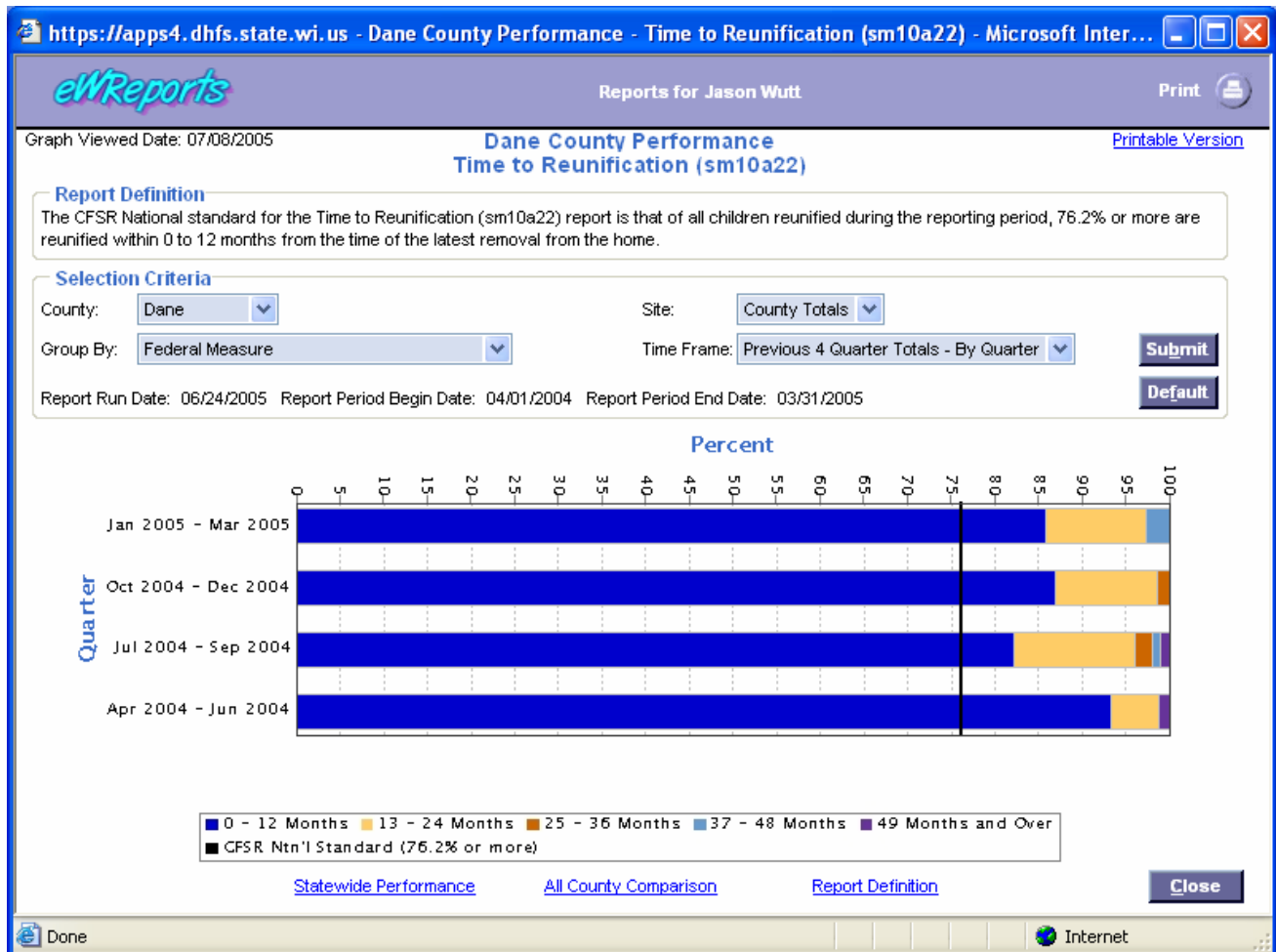
1. Users with the "All County" flag will see a County dropdown and be able to select a different County for the current report.
2. If the selected County has multiple sites, the "Site" dropdown field will become available (with or without the County dropdown)
3. For Counties with only one site, the Group By field will have the "Supervisor" selection criteria option

<u>Counties with Multiple Sites</u>

When a County has multiple sites, the County Performance page changes as follows:

1) The page will display a Site dropdown, with the following options:
   a) County Totals
   b) All Site Comparison (a comparison of the federal measure across sites)
   c) <Site 1 name>
   d) <Site 2 name>
   e) and so on
2) When the View All Sites is selected in the Site dropdown, only the "Federal Measure" selection criteria will be available in the Group By field.
3) When a specific site is selected in the Site dropdown, all selection criteria will be available in the Group By field including "Supervisor".

A screen shot of the County Performance page for a county with multiple sites is shown below:

Dane County Performance — Time to Reunification (sm10a22) - Microsoft Inter...

eWReports — Reports for Jason Wutt — Print

Graph Viewed Date: 07/08/2005

Dane County Performance
Time to Reunification (sm10a22)

Printable Version

Report Definition
The CFSR National standard for the Time to Reunification (sm10a22) report is that of all children reunified during the reporting period, 76.2% or more are reunified within 0 to 12 months from the time of the latest removal from the home.

Selection Criteria

County: Dane   Site: County Totals

Group By: Federal Measure   Time Frame: Previous 4 Quarter Totals - By Quarter

Submit

Default

Report Run Date: 06/24/2005 Report Period Begin Date: 04/01/2004 Report Period End Date: 03/31/2005

Percent

Quarter

Jan 2005 – Mar 2005
Oct 2004 – Dec 2004
Jul 2004 – Sep 2004
Apr 2004 – Jun 2004

■ 0 - 12 Months ■ 13 - 24 Months ■ 25 - 36 Months ■ 37 - 48 Months ■ 49 Months and Over
■ CFSR Ntn'l Standard (76.2% or more)

Statewide Performance   All County Comparison   Report Definition   Close

Done   Internet

A screen shot of the Graph Definition for Time to Reunification page is shown below:

https://apps4.dhfs.state.wi.us - Report Definition - Microsoft Internet Explorer provided by DHFS - State of Wi...

eWReports Reports for Jason Wutt Print

Outcome Measurement Report Definitions

Time to Reunification (sm10a22)

CFSR National Standard:
Of all children reunified with parents or caretakers, 76.2% or more are reunified within 0 to 12 months from the time of the latest removal from the home.

Source of Data:
SM10a22 Time to Reunification Report - Based on Data entered in eWISACWIS, and available via eWReports.
- The Time to Reunification report presents summary and child-level detail for all discharges from out-of-home care, including discharges to reunification. Results are based on a 12-month period including all children discharged from care. The report presents summary data by specific time intervals based on the child's most recent removal from home to the point of discharge. Child level detail includes demographic information and placement history by county, site or region, supervisor and worker.
- Frequency of Report : Annually, Quarterly (run on third Thursday after end of quarter), On Demand.

Population used in Dashboard Graphs:
Children discharged from Out of Home Care within the reporting period for the purpose of Reunification with Parents/Primary Caretakers.

Description of Performance Calculation:
Number of children reunified within 0 to 12 months from the time of the latest removal from the home, divided by the total number of children reunified within the reporting period (regardless of the length of episode).

The reunification data comes from the out-of-home placement history of children as recorded in eWISACWIS, with the beginning of an episode marked by a new removal from home and the end of an episode marked by a discharge from care with the reason for discharge being reunification.

Re-Entry into Out of Home Care (sm10a24)

Placement Stability (sm10a25)

Expand All   Close

Done   Internet